

Thursday 4 April 2019

Concerns raised over management of services for vulnerable adults

Comptroller and Auditor General issues latest report

Comptroller and Auditor General (C&AG), Karen McConnell, has today (4 April 2019) published a follow-up report on *Community and Social Services for Adults and Older Adults*.

In her December 2015 report the C&AG identified significant issues for Community and Social Services to address. In this follow-up report the C&AG focusses on the implementation of recommendations where they relate to Adult and Older Adult Services. Given the significant scrutiny of and structural changes relating to Children's Services, her review did not extend to those services.

The follow-up review focussed on the arrangements established to manage and monitor the effective implementation of agreed recommendations.

Karen McConnell concluded that progress in implementing her recommendations had been poor. She expressed concern that the (then) Health and Social Services Department had not established effective arrangements for monitoring agreed actions or their impact and had not displayed a learning culture. She found that the department had failed to take on board her recommendations and those from other external reviews relevant to this area (including the findings from the reviews of children's services where also applicable to this area) to drive improvement in services for vulnerable adults.

The C&AG now recommends that robust arrangements are established to ensure that all outstanding recommendations are implemented and that the impact of the changes is monitored to ensure they are effective. She recommends that six-monthly progress reports are submitted to the Public Accounts Committee until necessary changes are secured.

Karen McConnell said:

"The services covered by this review are provided to some of the most vulnerable people in Jersey. My concerns about the way in which those services were managed are significant.

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“The fact that recommendations were not acted upon is not just an administrative issue: it can have a real impact on people’s lives. As a result of a failure to implement change risks were not effectively managed and this may have contributed to repeated Health and Safety failures and the findings of the recent quality and safeguarding review.

“Until the States focus on implementation of agreed actions, opportunities to drive improvements in the services provided and to reduce the substantial risks to vulnerable people will not be secured.

“Over the past 12 months arrangements have improved as the Health and Community Services Department has developed new workstreams. Now the recommendations from this report together with those from my report on *Governance Arrangements for Health and Social Care* need to be specifically mapped into these new workstreams.

“Health and Community Services have responded positively to this report and I look forward to seeing real progress in the near future”.

The report will be available on the Jersey Audit Office’s website from 0930 on 4 April 2019 at (www.jerseyauditoffice.je).

The report *Governance Arrangements for Health and Social Care* can be found at: <https://www.jerseyauditoffice.je/our-work/2018/>

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Notes to Editors:

- The Office of Comptroller and Auditor General (‘C&AG’) was established in 2005 and operates under the Comptroller and Auditor General (Jersey) Law 2014
- The remit of the C&AG includes the audit of financial statements, corporate governance, internal control and wider consideration of public funds, often expressed as ‘value for money’
- Karen McConnell was appointed in 2013 and the term of office was extended in 2014 to 31 December 2019. Following the introduction of the Comptroller and Auditor General (Jersey) Law 2014 the term of office is now fixed at seven years and is non-renewable

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- Formerly of the UK Audit Commission ('the Commission'), Karen held a variety of senior positions, including leading the Audit Practice
- Karen has a full programme of work which she intends to fulfil before the end of her term of office. Arrangements are in place for the appointment of a new C&AG from 1 January 2020 and handover arrangements are being overseen by the Board of Governance of the C&AG
- The Office of Comptroller & Auditor General is known as the 'Jersey Audit Office'
- Contact details are: de Carteret House, 7 Castle Street, St Helier, Jersey JE2 3BT / T:716800 / E: enquiries@jerseyauditoffice.je

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- Press releases will be published by the Jersey Audit Office to accompany the publication of each report
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- Other press releases/ statements may be made on an occasional basis and not necessarily dependent upon the publication of a report. They will be subject to the same embargoes where set
- With any report issued, the opportunity is available for members of the press to request factual clarification, by email, of points contained therein
- Any comments made additional to any reports, will be included within any press release(s) as issued by the Jersey Audit Office, in the form of a quotation by the C&AG. These comments will be available for publication; but there will not be any supplementary live or pre-recorded interviews offered or undertaken by either Karen McConnell or the employees of the Jersey Audit Office
- The C&AG is prepared, on an occasional basis, to provide articles for publication in the local media, following a specific request and consideration of the relevant topic
- All public information, including press releases and reports, are accessible on the Jersey Audit Office website at www.jerseyauditoffice.je

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